

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

April 14, 2014
9:00 – 10:30 a.m.
550 S. Vermont Ave., 2nd Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:30	SA QIC Reports & Countywide Children's QIC Report	QIC Members
III	9:30 – 9:45	MHSIP Survey Training SA QIC Project Update QI Handbook and Policy 105.1	N. Kasarabada V. Joshi
IV	9:45 – 9:50	Clinical Quality Improvement ➤ OMD Report	C. Eisen
V	9:50 – 9:55	Cultural Competency Updates	S. Chang Ptasinski
VI	9:55 – 10:05	PRO	M. Hernandez
VII	10:05 – 10:15	Policy Update – Office of Compliance	C. Pham
VIII	10:15 – 10:30	EQRO Review Annual QI Work Plan and Evaluation Report	N. Kasarabada
		Announcements:	

Next Meeting
May 12, 2014
9:00 – 10:30 a.m.
550 S. Vermont Ave.
10th Floor Conference Room
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	April 14, 2014	
Place	550 S. Vermont Ave., 2 nd Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chairperson	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair Person	Carol Eisen, M.D./Karen Lee, M.D.			
Members Present	Alyssa Bray; Ann Lee; Anahid Assatourian; Aprill Baker; Bertrand Levesque; Cindy Pham; Debra Mahoney; Debi Berzon-Leitelt; Elizabeth Owens; Gassia Ekizian; Greg Tchakmakjian; Helena Ditko; Ian Stulberg; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Mary Crosby; Marylouise Barrosniska; Michael Tredinnick; Michelle Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Naga Kasarabada; Pamela Inaba; Randy Faveau; Sandra Chang-Ptasinski; Timothy Beyer; Vandana Joshi; Yolanda Lewis			
Excused/Absent Members	Alan Lert; Angela Kahn; Barbara Paradise; Carol Eisen; Chun Ma; Elisabeth Gildemontes; Emilia Ramos; Jessica Wilkins; Karen Lee; Kari Thompson; Kumar Menon			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		Introductions were made.	N. Kasarabada
Review of Minutes	The March minutes were reviewed.		Minutes were reviewed and approved.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC Liaison Reports	<p>SA 1: IBHIS rolled out in SA 1. Currently preparing for EQRO Site Visit. Ms. Berzon-Leitelt attended the CCC meeting via WebEx. Previous QI information was disseminated to the District Chief. An improvement was noticeable with providers sending the Change of Provider Request. On April 23rd MHSIP training will be presented by Mary Crosby, from PSB-QID.</p>	<p>Next meeting: May 6, 2014. Dr. Ximenez will send an email invitation to participate in the LGBTQ work group.</p>	<p>D. Berzon-Leitelt</p>
	<p>SA 2: IBHIS continued to roll out in SA 2. Mary Crosby, from PSB-QID provided an overview on LGBTQ population. Hillview Mental Health presented on the Quality Improvement program in their agency.</p>	<p>Next meeting: May 15, 2014. State Performance Outcomes Survey training to be held at next meeting.</p>	<p>K. Salvaggio M. Rittell</p>
	<p>SA 3: Alfredo Larios, District Chief encouraged their providers to participate in the focus group for the EQRO Site Review. Providers continued to have problems/issues with the 30 day calendar P&P.</p>	<p>Next meeting April 16, 2014. Jennifer Hallman will present on Documentation Policy changes at next meeting.</p>	<p>B. Levesque</p>
	<p>SA 4: Jennifer Hallman from QAD, presented on Documentation. Dr. Beyer will provide a presentation on the Survey training. Administrative PIP will be presented during the EQRO session.</p>	<p>Next meeting: April 15, 2014.</p>	<p>A. Bray</p>
	<p>SA 5: Helen Ditko will present on the Parameters for Family Engagement training at next meeting. Also, Dr. Beyer will provide a presentation on the State Performance Outcomes Survey training on April 16, 2014.</p>	<p>Next meeting: May 6, 2014.</p>	<p>M. Johnson</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC Liaison Reports Continued	SA 6: Information from previous QI meeting was disseminated. Mary Crosby, from QID presented on the SA Maps and also, Ms. Crosby will provide a presentation on the State Performance Outcomes Survey training. Helena Ditko will present at the Executive Providers meeting.	Next meeting April 24, 2014.	A. Baker
	SA 7: Dr. Beyer provided a presentation on the State Performance Outcomes Survey training. Sukeda Day and Nina Johnson from the Auditor Controller Office presented on Review Audit for Contract Providers and the expectations for the audit. Children's programs were also discussed.	Next meeting: April 15, 2014. Helena Ditko from Family Engagement and Diane Guillory will present at the next meeting.	L. Ayala
	SA 8: Information from previous meeting was disseminated. Members discussed a possible QI project on Timeliness and Access. Dr. Beyer will provide a presentation on the State Performance Outcomes Survey training.	Next meeting May 21, 2014.	M. Aranoff A. Lee
	SA 2: Children's QIC: Dark in March.		M. Rittel
Countywide Children's	Countywide Children's District Chief and staff met with Dr. Kasarabada and QID staff to discuss Countywide QICs versus the SA QICs, to eliminate any redundancies between these two QICs. The importance of this meeting was to define the difference between QI/QA.		D. Mahoney
MHISP Survey Training	QID SA Liaisons will provide a presentation on the State Performance Outcomes training. Surveys are posted on the website. Surveys will be delivered to the clinics. Surveys will be mailed to the State for scanning.	Dr. Joshi will check with Stephanie from the State to see if the Survey Form can be fillable. Each SA Liaison will need to tally all providers' surveys for their Service Area.	V. Joshi

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SA QIC Project Update & QI Handbook & P&P 105.1	<p>Ms. Ditko presented to the SA QI District Chiefs and is going to present to the program heads as well. SAs already scheduled trainings on Family Engagement to be presented by Ms. Ditko.</p>	<p>The goal is to see how they will utilize the knowledge and skills in actual practice to engage families in treatment.</p>	<p>N. Kasarabada</p>
OMD Report	<p>The QI handbook needs to be updated. QID staff is in the process of revising it. The P&P 105.1 is going to be revised with minor language update. It will be sent to the Office of Compliance for an update.</p> <p>Dr. Kasarabada and Dr. Joshi met with Dr. Eisen and a Public Health representative regarding Public Health survey data. The revisions to the DMH Medication Parameters are still in the finalization process. New parameters for Medication Assisted Treatment for clients with Co-Occurring Substance Abuse Disorders are also still in the finalization process. A new policy in process concerns reporting named and alleged licensees to licensing boards. Psychiatrist Peer Review is ongoing for the presence of a BMI within the last year for clients prescribed an antipsychotic medication and evidence of an Outpatient Medication Review containing all current meds within the past year.</p>	<p>Dr. Kasarabada will keep you posted.</p> <p>Survey was presented by the Department of Public Health on Demographics and findings. Dr. Joshi will forward the link to QI members.</p>	<p>N. Kasarabada</p> <p>M. O'Donnell V. Joshi</p>
Cultural Competency Committee (CCC)	<p>The committee is currently working on revising the CCC Mission Statement. Five workgroups were identified for 2014. Five workgroups are</p> <ol style="list-style-type: none"> 1. Vision, Mission, Goals 2. Outreach and Presentations 3. Data 4. Training 5. Alignment 	<p>Next meeting: May 14, 2014 from 1:30 – 3:00 pm., at 550 3rd Floor Conf. Rm. On April 23rd the LBGTQ work group will meet to discuss goals and objectives. An email will be sent containing the WebEx link.</p>	<p>S. Chang Ptasinski</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
PRO	Patients' Rights Office will meet with ASB for possible changes to requested Beneficiary Materials. Patients' Rights will also be meeting with Dr. Southard regarding a proposal for the printing "Guide to Medi-Cal Mental Health Services in all 12 threshold languages.	The warehouse will hold all new orders for materials until the new fiscal year (starting in July). QI Data Unit is working with PRO to ensure that provider information for PRO is updated based on updates to the Provider Directory.	M. Hernandez V. Joshi
Policy Update Office of Compliance EQRO Review Annual QI Work Plan and Evaluation Report	Mr. Faveau from Compliance Office provided an update on policies and reviewed the handout. Per Dr. Kasarabada, all SA QIC Chairs and Co-Chairs are requested to attend the EQRO session. Dr. Kasarabada suggested to review the QI work Plan Evaluation report. Dr. Kasarabada highlighted the important areas of the QI Work Plan goals and Evaluation Report.	Dr. Kasarabada suggested to Highlight/Bold the new updates. Reference Guidelines for the Quality Improvement Evaluation Report will be sent via email to QIC Chairs and Co-Chairs. Summary sheet was distributed for review.	R. Faveau N. Kasarabada
Announcements:	Ms. Inaba announced the 3 rd Annual Innovations in Recovery Conference Client/Consumer Perspective on June 23, 2014.		
Handouts:	<ul style="list-style-type: none"> ➤ QI Work Plan Goals CY 2014 ➤ Policy Updates April 14, 2014 		
Next Meeting:	May 12, 2014		

Respectfully Submitted,

Naga Kasarabada, Ph.D.